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Total Quality Management

SECOND EDITION



IMER, Belgaum



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Poornima M. Charantimath



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The enlarged and revised second edition of *Total Quality Management* blends the fundamental principles and historical foundation of total quality with practical applications and examples. The coverage of high-performance practices and developments in the quality management arena enables students to develop a basic appreciation of quality management concepts while retaining their focus on the goal of continuous improvement.

Key Features

- **Eleven new chapters:** The second edition comprises 18 chapters with revised and expanded coverage on the latest techniques and practices followed in total quality management.
- **Balanced coverage of the manufacturing and service sectors:** The manufacturing and service sectors have been covered in greater detail by showcasing real-world practices from the Indian scenario.
- **New chapters on Six Sigma and TPM:** Completely new chapters on Six Sigma and TPM discuss the most recent trends and practices in total quality management.
- **Eighteen new case studies:** Eighteen end-of-chapter case studies drawn from diverse sectors reflect current thinking and practice.
- **Comprehensive supplement package:** A complete supplement package comprising an instructors' manual, PowerPoint lecture slides and multiple-choice questions support interactive teaching and learning.

Poornima M. Charantimath is a professor of total quality management, entrepreneurship development and small business enterprises at Karnataka Law Society's Institute of Management Education and Research, Belgaum. Dr Charantimath has been actively involved in teaching, research and consultancy in a distinguished career spanning over 20 years. She is a fellow at the Institution of Engineers (India) and a member on the Board of Studies of Visvesvaraya Technological University, Belgaum. She was also the Deputy Director at the Indian Institute of Materials Management, Bangalore, and Director at KLS Institute of Management Education and Research, Belgaum.

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